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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Crippled by unbelievably slow Internet access, I finally gave in and decided to purchase a more robust DSL service from my provider, AT&T. Promotions announced the ability for customers to purchase faster DSL service for an increased monthly cost. When I contacted AT&T, I was told that customers could no longer purchase just faster DSL. Customers now had to purchase bundled services (TV, phone, and Internet) in order to buy the faster speeds. I viewed this "offer" as flat-out extortion; a tactic that forces customers to purchase all telecommunication services from AT&T.

Since we live in a free-market society (at least for now), I started the search for a new service provider. Two things struck me: my choices were very limited, the "big" names had me over a barrel and would not give me Internet service at an acceptable speed unless I purchased all of my telecommunication services from them. Then I found Sonic. Glory-be, they offered me much faster Internet speeds at, guess what, less cost than the "big" names. The only problem was the Sonic service wasn't offered in my ZIP Code at that time. I asked Sonic to notify me if they ever serviced my area. Fortunately for me, Sonic notified me that they now offered service in my ZIP Code. I booked an appointment immediately. Sonic installed the service and WOW, they even provide live customer support from people who care and who I can understand. What a novel idea.

I can't begin to explain DSL vs. fiber. But, I do know that I have much better service and access than my unfortunate friends who still have DSL. To this day, when people see the speed of my Internet access, they are in disbelief. Even when I've contacted Customer Support for other companies, they have me test my Internet speed (believing that problems with their product must be caused by my ISP) and cannot believe the speed reported by their test program. I really should thank AT&T, were it not for their bullying tactics, I never would have found Sonic.

Face it, access to the Internet is becoming as vital as having electricity; without it, many of our information sources and communication tools would be silenced. It is imperative that this service be competitive, the pricing be kept fair, and as a result, make the service available and affordable to all economic levels of the population.

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